

MEETING MINUTES

October 2, 2008

GOVERNOR'S COMMITTEE FOR THE PURCHASE OF COMMODITIES AND SERVICES FROM THE HANDICAPPED

The meeting was called to order by Chairperson Penney Hall at 1:30 p. m., October 2, 2008 at the F. Ray Power Building, located at the West Virginia Division of Rehabilitation Services' office in Institute, West Virginia.

ATTENDANCE:

Committee: Penney Hall (Chairperson); John Liller; Jan Smith; Lou Ann Summers attended for Brenda Morford; Everett Sullivan; Ron Price, Executive Secretary; Carol Jarrett, Recording Secretary.

WVARF Staff: Glenn McEndree, Chris Miller

Guest: Robert Johnson, Sheltered Workshop of Nicholas County

There was one correction on page 3 of the minutes; the "n" was left off the word "been."

MOTION #1

Mr. Sullivan moved to approve the minutes with the correction. Mr. Liller seconded.

Motion passed.

COMMITTEE CHAIR REPORT:

Ms. Hall did not have a report.

EXECUTIVE SECRETARY REPORT:

Mr. Price reported:

\$5,046.00 - Annual Allocation

54.66 - Total Expenses Paid

\$ 4,991.34 - Balance Remaining FY'08

Travel for the first two months has not been paid.

EXECUTIVE DIRECTOR REPORT:

Mr. McEndree said there was a rumor a legislative audit was going to be conducted but that doesn't seem to be true. On August 25th he met with Senator Bowman, Penney Hall, Alberta Kincaid, Dave Tincer and Hancock County Sheltered Workshop staff. DHHR had originally asked to be allowed to bid out the laundry contract at Mildred Bateman Hospital. That request has been rescinded and an audit on costs and utilization will be conducted after a full year of service is completed, in November. In the meantime, Hancock County will seek the approval of Ms. Kincaid prior to any new items being added to the contract.

He reported he and Greg Raber from Pace Tec attended a pre-construction conference at DOH headquarters in Clarksburg. The Morgantown Welcome Center is scheduled to be torn down and replaced. Demolition is to start soon and completion is scheduled for spring of 2010. Once the new rest areas are completed they will need to have a new site audit to determine contract costing for janitorial and ground maintenance.

Mr. McEndree said he and Lou Ann Summers visited Green Acres Regional Center in September. They offered their assistance as Green Acres goes through a change in operations. The Green Acres staff was not sure what buildings, funds, etc. would belong to ResCare and what would remain with Green Acres. They had not seen the water study conducted by WVARF which was done a couple of years ago. They were going to review it and see what they may be able to implement. In addition, opportunities for state use business as well as other topics were discussed during the meeting.

He reported the CNA Committee met on September 17. They reviewed their roles and responsibilities. The next meeting is scheduled for October 9th.

He announced WVARF is having an awards banquet on October 9th in Charleston.

Mr. McEndree said he and staff of Goodwill of KYOWVA had met with DOH staff in Huntington on September 18th to review their contract. They had questions regarding staffing, since Goodwill had the same crew of people cleaning two different agencies. DOH expressed concern that there may be some double paying of employees. Goodwill added a new crew so there would be no question of who was working on what contract.

He reported change orders have been mailed out. There was an issue regarding the bank convenience fee for credit card transactions. WVARF finally received written clarification from the Auditor's Office regarding payment for credit card transactions. This caused a delay in submitting the change orders. A fee schedule for credit card purchases has been developed and was submitted with the change orders.

The WVARF 04 contract has been extended to the end of November.

He reported the commodities contract has been submitted to the Division of Purchasing for their

review.

Mr. McEndree said plans were to have janitorial contracts ready for presentation at this meeting. However, when the FMP subcommittee was reviewing the proposals there were mistakes which prevented them from approving the contracts. Concern was expressed by Committee member that these contracts had been looked at several times and there still was not a final product. Committee members expressed that more than one person should be doing contracts and that staff needs proper training in contract costing.

Ms. Hall asked if WVARF was going to be able to meet the October 17 deadline for the FMP subcommittee since Ashley Hackney was no longer employed. Mr. McEndree replied the staff had been going over the spreadsheets and fixing the problems in them. He said he did not believe the deadline would be a problem. Concern was expressed about the fact Mr. McEndree had not seen the janitorial contracts or the commodities contract prior to submission for approval.

Mr. McEndree indicated WVARF should have at least one new employee, to do contracts, on board within the next month.

CONTRACT PRESENTATIONS:

Ms. Hall said John Hyre; Executive Director at Preston County Workshop had contacted her regarding the DHHR contract his facility has. He said the DHHR was moved into a bigger office a few months ago but his contract had not been increased to indicate the fact they are cleaning more space. He said he had spoken with WVARF staff about increasing price but nothing had happened. Mr. McEndree said he needed to talk with Alberta Kincaid about adding to the contract and would take care of it in the next week.

CONTRACT COMPLAINTS:

Mr. McEndree said he had met with the Board of Examiners of Licensed Practical Nurses regarding their complaint about mail presort. A refund will be given to them for the disputed amount of mailings. Presort mailing was explained to them including extra charges, resulted because pieces not fitting through the machine.

Mr. Johnson, from Nicholas County addressed the Committee in regards to the delivery of bottled water. He said they are continuing to let customers know of the change in the delivery company. He reported they have not had any problems with getting water from Green Acres. He said they have ordered a supply of bottles so they can have an inventory of water on hand. He submitted a written plan of action and steps they are taking to resolve customer issues. He said they are investing in human resources, inventory and transportation including getting a lift gate for large trucks. They have approximately 350 customers.

OLD BUSINESS:

Mr. McEndree presented an action plan of how WVARF intends to meet the goals set forth in the RFP. Committee members had the following comments/suggestions:

- 1 Goal #5 – Changing the date to develop a 5-year strategic plan from June '09 to May '09 since the contract was awarded on June 1, 2008.
- 2 Goal #6 – Developing a marketing plan. Mr. McEndree said a marketing director was going to be hired. There was discussion about if there was any benefit for someone to go to the Division of Purchasing on a weekly basis to look at purchase orders. Mr. Price said everything is in the bulletin and it would be best to look for new opportunities there.
- 3 With items which have a due date of on-going the Committee will review the action plan on a quarterly basis to determine the progress on meeting these goals.
- 4 Goal #14 – Present an annual budget to the Committee for approval. The budget preparation should start in January and be ready for approval in May.
- 5 Goal #17 – Inspect services in accordance with government specifications and/or standards or in accordance with good commercial practices. Mr. McEndree said the following items would be reported monthly:
 - A. Meet regularly with customers to understand their needs and acceptable quality level;
 - B. Conduct pre-performance review for service contracts to ensure needs and expectations are fully understood.
 - C. Provide written quality control checklists for each contract that are based on the specifications.
 - D. Detail CRP quality control responsibilities.
 - E. Provide technical assistance to CRP's
 - F. Conduct periodic on-site inspections of each contract.
 - G. Monitor problems to identify trends.

After discussion it was agreed this information will be presented as problems are encountered.
- 1 There were two goals which were left off the action plan that are to be addressed by the CNA Committee:
 - o An interview with CRP's focusing on their relationship with the CNA Committee and WVARF staff and suggestions for improvements.
 - o Customer interviews regarding relationship with WVARF, suggestions for improvements and purchasing procedures.

The committee will review the action plan and provide more feedback at the next meeting.

Plans of Corrections from the Developmental Center and Goodwill of KYOWVA were presented; they did not meet the 75% ratio in the first quarter. Goodwill is working with DRS and Veteran Affairs to identify possible workers with disabilities. Developmental Center believes there was an error in their report and is resubmitting the report.

FINANCIAL REPORT:

Mr. Miller reported the Department of Labor has paid their outstanding bill. The over 60 day's accounts receivables was \$411,475 or 20.9% of total receivables. \$350,000 was put into the CNA account.

Ms. Hall reminded Mr. Miller that profit and loss and cash flow statements were to be provided

to the committee.

Ms. Hall questioned some of the budget items shown on the income statement:

- 2 The awards banquet was not a part of the budget submitted with the RFP or the one approved by the Committee in July. Mr. McEndree said this would come of the CNA budget.
- 3 The CNA Committee budget was increased from \$2,100 to \$7,250. She asked was the discretionary program line item of \$3,000 was intended for. Mr. McEndree said this would be used to do something the CNA Committee may want to do such as hire a consultant to work on the strategic plan.
- 4 Staff development was decreased from \$7,550 to \$1,750. Ms. Hall said she believes this is even more important now because WVARF has two people to replace and they are going to need training. Mr. Miller explained some of this cost could be found under registration fees and travel.

Mr. Miller said the budget the Committee approves is a summary budget, like what the state submits to the legislature. This is what the Committee wanted in the past. After discussion it was agreed the Committee wants a more detailed budget presented for FY 2010.

NEW BUSINESS:

Mr. McEndree reported he had received a letter from David Oliverio, Director of General Services, regarding some of the employees who have been placed at the Capitol. According to Mr. Oliverio some of these individuals had criminal backgrounds and/or displayed conduct which is inappropriate for the workplace. Mr. Oliverio asked him for suggestions on how WVARF plans to address these types of issues. Mr. McEndree said he had responded to Mr. Oliverio asking what the state policy is in these types of situations. There was discussion concerning background checks.

Ms. Summers asked if the Committee should write a letter to the CNA Committee regarding its concerns with the delays in the contracts, the staffing issues facing WVARF, and concern that the two committees had not yet met together. After discussion the Committee agreed this would be a good idea and asked Ms. Hall to send a letter as soon as possible.

MOTION #2

Mr. Sullivan moved to adjourn